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### **Commissioner's Introduction**

# I am pleased to publish my first Annual Report as your elected Police and Crime Commissioner for Bedfordshire.

The first twelve months have demonstrated to me how proud we all should be of our dedicated Police Officers, Staff, Special Constables and Volunteers. They all put themselves out there to protect and serve us bravely and selflessly. I am truly grateful for their dedication and work.

A lot has taken place since being elected in 2021 and I have worked closely with the Chief Constable, Garry Forsyth and his leadership team. His support has been invaluable, and I look forward to progressing our good working relationship for the benefit of our communities, and all those involved with Bedfordshire Police.

I am delighted to say that, with the support of a hardworking and committed office team and our partners, we are delivering on my Police and Crime Plan, putting people at the heart of policing, improving police performance, and successfully working with the Home Office for much needed resources.

I'm proud to say I've contributed to staffing of a dedicated Community Police team to its highest level ever, improved conviction rates for rape and serious sexual violence, becoming one of the best-performing police forces in burglary solve rates, and the delivery of an increased, multi-year funding settlement for our fantastic Violence and Exploitation Reduction Unit.

Policing legitimacy and effectiveness go hand in hand. I am pleased to report that for the second year in a row, Bedfordshire Police continued to have the lowest disproportionality ratio for Stop and Search when compared to any other police force. Her Majesty's Inspectorate has recognised this, and I want to see this continue to improve through the work of our class leading Scrutiny Panel.

The very positive outcome from Bedfordshire Police's recent inspection report is something we can all be proud of. The Force was rated 'Outstanding' for how well it managed the most prolific offenders. This is the first time any police force gained this rating.

Lastly, while much has been achieved in the last twelve months, there is a lot more I want to deliver for our residents. In particular I want to see an improvement in how well the Force handles public contact through the Force control room and customer service teams, as well as investigates crimes, and supports victims throughout the criminal justice system. I also want to see the quality of service improve for both our urban and rural areas.

I look forward to delivering on these over the next twelve months.



### Force Executive's Comments



# **Chief Constable Garry Forsyth**

Bedfordshire is a vibrant county with fantastic communities, but also some really difficult and complex challenges.

It is the Commissioner's role to hold me accountable on how the Force tackles such issues to keep our residents safe.

I was really pleased to welcome Festus into his role and we have worked closely over the past year around such areas as increasing Community Policing numbers which we both feel will have a significant benefit across the county.



### **Assistant Chief Constable Sharn Basra**

As part of my role within the organisation, one of the many elements that I am responsible for is Stop and Search. This is an area I know from my conversations with the Commissioner that he also takes a keen interest in. In light of this, the OPCC and the Force together ensure that members of the local communities have information available to hold us to account for our use of Stop and Search. The scrutiny panel enables effective commentary and learning opportunities which have been pivotal in Bedfordshire Police being ranked as the best police force in the country for a key aspect of Stop and Search and having one of the lowest levels of disproportionality in the country.

A recent inspection by HMICFRS, the police inspectorate, found the Force carried out stop and searches with reasonable grounds 95.8 per cent of the time, up from 81 per cent in 2018. The governance from the OPCC and the operational input from the Force enables transparency in the use of an important power and the panel is effective in holding us to account, which then increases the confidence in our communities have in us.



# Deputy Chief Constable Trevor Rodenhurst

It has been a pleasure to work with the PCC in his first year. We couldn't have achieved as much as we have over the last 12 months without his strong support.

Our recent HMICFRS result is a testament to the combined effort of officers and staff within Bedfordshire Police and our colleagues in Tri Force and Regional Collaboration. I look forward to updating the PCC with further improvements and delivery over the forthcoming year.



### **Assistant Chief Officer Phil Wells**

As the Force Strategic Lead for Estates, as part of my role, I have and maintain a regular dialogue with both the Commissioner and members members of OPCC senior leadership team around the ongoing requirements of the Force to provide the necessary physical and technological infrastructure to support our policing of the county. The demand for custody space in Bedfordshire requires a custody suite in the North and South of the county. In 2014, a HMICFRS report regarding the north site made it unviable to continue to use and a temporary suite was placed on the grounds of the Headquarters building in Kempston, Bedford. The OPCC and the Force have worked together to design, develop, and secure the finance, to build a state-of-the-art facility which opened for use on 4 April 2022 - the opening of custody.

This is a significant investment for the Force and a positive change for Bedfordshire Police. New technology and innovative design will help enable maximum care and support for detainees, as we continue to improve the service given. As well as the new custody suite, the new working space for officers and staff will create a cohesive way of working. The building will benefit the Force for many years to come and marks a key piece of history for the Force.

I continue to work closely both with the Commissioner, the OPCC and my wider team to progress and anticipate future needs and requirements across our policing estate.

### Office of the Police and Crime Commissioner Senior Team Comments



### **Interim Chief Executive Anna Villette**

It has been an incredible first six months for me working with the PCC on delivering his Police and Crime Plan and taking on the role as head of paid service and monitoring officer. The OPCC team is made up of talented and dedicated public servants and it is a privilege to lead them. Bedfordshire is a very special place with some unique challenges for policing in a shire county with poor funding. I have been impressed with the leadership of the Force, and the outcome of the most recent inspection by Her Majesty's inspectorate is testament to the work that has been carried out at all levels in the organisation over the last 24 months.

As the monitoring officer I am responsible for reporting to the PCC if it appears that any proposal, decision, or failure within the OPCC constitutes, could or has broken the law or constitutes maladministration. The monitoring officer role exists in addition to the scrutiny provided by the Police and Crime Panel and assists the PCC by making sure that the law is complied with and that we are constantly improving the transparency of PCC's actions and decisions. The PCC's chief finance officer has similar legal duties and responsibilities in connection with any unlawful, or potentially unlawful, spending by the PCC or those acting on the PCC's behalf.

The PCC asked me to undertake a review of the OPCC to ensure that it was fit for purpose and if not, to recommend how to make improvements. Part of the outcome of that review was to strengthen the OPCC team, to make changes to the commissioning process and it's oversight, to rejuvenate the Criminal Justice Board and to ensure clear delineation between the role of PCC, Chief Constable and Chief Executive. The PCC, the Joint Audit Committee, the Police and Crime Panel, internal and external auditors have been well briefed on the findings and recommendations, which were all approved.

The PCC will continue to hold Chief Constable Forsyth to account for the effective delivery of policing, and the continual improvement of services to residents, business owners and visitors. The OPCC will continue to develop robust accountability processes to ensure that local people are well informed about the delivery of the priorities in the Police and Crime Plan. I look forward to working with the leadership of the Force and the PCC over the next twelve months.



### **Chief Finance Officer Gavin Chambers**

It has been a pleasure working with the Commissioner during his first year of office.

During the 2021/22 financial year, we received the Comprehensive Spending Review (CSR) Police funding figures covering the years 2022/23 to 2024/25. In February 2022 following the receipt of this information, the 2022/23 revenue budget, capital programme and council tax were set. Since setting the budget, we are now faced with high inflationary cost increases that are being managed in year and these pressures will certainly factor in working up towards the 2023/24 budget process.

### **Police and Crime Panel Chair Comments**



### Police and Crime Panel Chair Ian Dalgarno

The first year of the Commissioner's term of office has seen a robust level of engagement between the OPCC and the Police and Crime Panel. Panel Members have felt well informed and therefore are able to better perform their role as critical friends to the Commissioner and his office and as advocates for the communities we represent.

The panel members recognise the level of engagement that the Commissioner and his office has undertaken across our communities in developing the policing plan for Bedfordshire and the continued emphasis on improving operational delivery and outcomes and congratulate the Commissioner, the OPCC and the Force on the outcome of the recent inspection by Matt Parr from HMICFRS.

# Annual Report

# Report 2021/2022 Summary

### **PRIORITY 1**

Investment in communitybased and community-led policing for urban and rural areas

- Ongoing scrutiny and oversight of the Community Policing Plan, ensuring that the Force's commitment to place record numbers of officers within this area is both achieved and maintained.
- Various community engagement and days of action completed.
- Increased funding has been provided to Neighbourhood Watch and other community watch schemes and direct funding has now begun to support the Community Safety Partnership (CSP) priorities that are in line with the Police and Crime Plan.
- Proof of concept of community public accessibility terminal delivered and ongoing development discussion and testing is in progress.

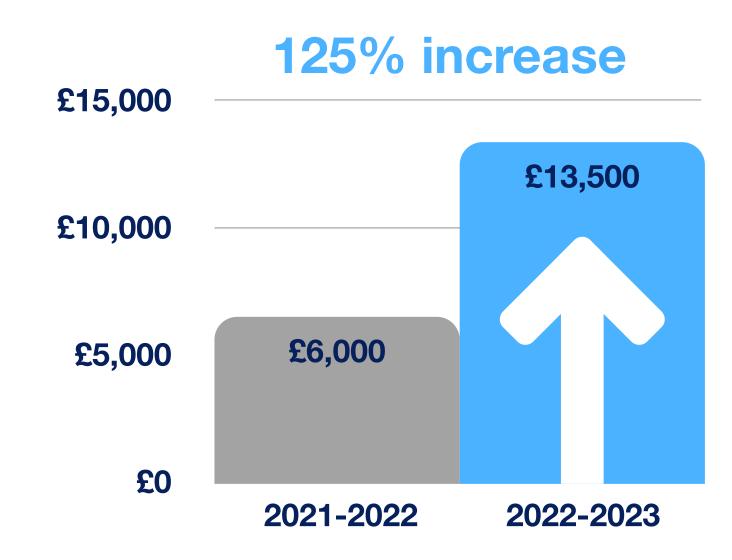
# PRIORITY 2 Recruitment and retention of police officers

- A close working relationship was developed with the Force estates team, which has led to an ongoing modernisation programme across the police estate.
- I regularly join officers on the front line across the county and engage with them, to listen and understand how they do their roles and what I can do, to positively support them in this.
- Standing agenda item around 'Culture and Wellbeing' introduced at the monthly Delivery and Beating Crime Board, this being the main board which holds the Chief Constable to account.
- I funded additional support and capacity to ensure that appropriate counselling support is available to police officers and staff.
- Ongoing scrutiny monitoring and publishing of information surrounding the components and various dynamics that will lead to the achievement of a more reflective workforce.
- I hold the leading role nationally within the Association of Police and Crime Commissioners (APCC) group to address Race Disparity issues within policing.
- Funded and supported the National Black Police Officer Association Annual Conference which was held in Bedfordshire.



As per the Force Management Statements

### **Neighbourhood Watch Funding**



Tackling the causes of crime and breaking the cycle of re-offending

Two successful placements of Interns, including individuals with special educational needs (SEN), with further placements planned throughout my term.

- Appointment of dedicated Early Intervention and Pathways Project Manager to coordinate and lead on my commitments around supporting young people and their careers.
- I have invested £40,000 in acquiring additional Cyber triage capability.
- I hosted the first ever Schools Parliamentary Debating competition. The final was held at Bedford Magistrates Court as two Bedfordshire schools battled in a real-life parliamentary setting for the Commissioner's Cup.
- I have visited many of the schools within Bedfordshire and engaged directly with young people of various ages. It is my intention to visit every school within the County by the end of my term.
- I have invested in excess of £250,000 across Bedfordshire to improve Road Safety and reduce collisions and fatalities.
- I have invested £45,000 on safe spaces for young people and also empowered them to decide where and how that money was spent.
- My office secured nearly one million pounds of additional funding from the Home Office to support the Safer Streets initiative.
- I set up activities during the summer period for young people to be invited in across the county. This will continue moving forward, with stronger links with the three local authorities.
- I have launched the "Next Steps "programme which uses conditional cautions to support people out of drug and alcohol addiction in support of them moving away from a path of criminality.
- My team has established a closer working relationship with the National Probation Service and is actively seeking opportunities to co-commission functions and services.

### **PRIORITY 4**

Placing residents and victims at centre of policing priorities

- My team have, at my request, reviewed, and relaunched the service that was 'Signpost' as 'Bedfordshire Victim Care Services' (BVCS).
- As part of the review and relaunch of BVCS, I have increased the crime types where support for victims can be offered such as fraud and Antisocial Behaviour (ASB).
- My office led on a 12 week campaign to raise awareness of the obligations and expectations that the public are entitled to, under the Victim Code of Practice (VCOP).
- The Victim Needs Analysis (VNA) continues to be monitored and progressed through the appropriate boards and partner meetings.
- I have met with representatives from the majority of Parish and Town Councils across the county, either in person or online as well as attending various council led meetings.
- My office, at my instruction, has reviewed the process of commissioning services utilising Ministry of Justice (MOJ) and other funds. I am confident that the revised commissioning approach will ensure that money is allocated to partners and services that will provide victim centric and focussed outcomes in line with he needs and deliverables of my Police and Crime Plan.

# PRIORITY 5 Multi-agency approach

Multi-agency approach to community safety and crime reduction

- I have continued funding for the Family Drugs and Alcohol Court (FDAC) moving to a three year funding term as believe this initiative is delivering, significant impact and benefits.
- The new Criminal Justice Centre was delivered on time and on budget and is now fully functioning.

### **PRIORITY 6**

Transparency and open communication

- I have ensured that my team are publishing and sharing more information than ever before, to enable the public to have greater access to information and details of activities of Bedfordshire Police.
- Within the Delivery and Beating Crime Board I commenced streaming of a dedicated section of this meeting to strengthen openness, transparency and encourage participation with the public.

# **PRIORITY 7 National contributions**

- I am the National Lead for the APCC for the prevention portfolio.
- I have continued to lobby at the highest level within Central Government around the requirements for a fairer funding formula for Bedfordshire.

### Investment in community-based and community-led policing for urban and rural areas.

### **Key activities and achievements:**



This is my first budget as PCC and my office and I have worked closely with the Chief Constable and his senior leadership team to understand the operational needs of Bedfordshire Police and the increase in demand that the Force continues to experience. It is my role as Police and Crime Commissioner to consult and set an appropriate precept level to ensure that an adequate provision for policing the county is achieved.

My office consulted the public on the levels of potential precept increase and the survey concluded that 58% of respondents were in support of the precept being raised by the maximum amount suggested. The Police and Crime Panel also unanimously supported the level of increase proposed to ensure the following commitments to enhance services were met:

- Recruit an extra 72 Police Officers We know that visible community policing, working alongside our partners to problem solve, to stem the tide of anti-social behaviour, and to combat the crime that blights our towns and villages is the bedrock of policing in our county.
- Improve the answer rate for 999 and 101 calls Urgent investment is needed in improving how well Bedfordshire Police is able to respond to emergency calls. Our Control Room teams and call handlers do an amazing job, but the fact is that there just aren't enough of them to meet the demand coming in day after day and night after night. This precept rise will allow the Chief to devote more resources into our control room, to harness new and better technology and to be more responsive.
- Continue to prioritise drug related serious organised crime to dismantle county lines - Many of you will know about the enormous amounts of Class A and Class B drugs being brought into Bedfordshire each month. Drugs are a sickening feature of modern life throughout the country. The scale of drug dealing, drug use, and the serious violence that accompany these should worry us all. With this rise in precept, we can target more investment into the parts of policing that is going to make a significant difference in the activities of organised crime gangs in our county.

- Increase our rural crime capability to protect our villages and farms from criminals who target our rural communities

   The rise in precept will allow the Chief Constable to invest in our rural crime team and increase the number of officers who work with our farmers and landowners and those who reside in the tucked away homes that criminals target because they have no neighbours watching out for them.
- Invest in the Professional Standards Department so that we continue to root out and deal swiftly with any corrupt behaviour within the Force The public, rightly have very high expectations of policing and Police Officers. Sadly, a very small number, including some here in Bedfordshire, have fallen far short of the standards expected of a serving police officer. This is why I am proposing that we put more investment into our Professional Standards Department which has responsibility for vetting and helping to maintain the high quality of integrity we all expect from Bedfordshire Police staff and officers.
- Increase our victim engagement officers The Chief Constable will be able to make permanent, the roles of Victim Engagement Officers who work with boys, girls, men and women who have been raped or faced serious sexual assault in Bedfordshire. These victims need specialist, high quality care and support.

# 122,537 999 calls 169,589 101 calls 17,500 15,000 12,500 10,000 7,500





I have accompanied police officers and staff from various teams during the course of their duties to gain a greater understanding of not only the fantastic work that is undertaken, but also some of the challenges and pressures they face on a daily basis. This has also provided a great opportunity for me, to carry out further engagement across all of the communities of Bedfordshire and has allowed me to receive direct feedback from residents about their concerns, as well as their experience of positive interactions they have had with Bedfordshire Police staff. I have also been able to feedback my observations directly to the chief officer team and this has resulted in quick time resolution to issues around equipment and other key enablers to enhance the operational effectiveness of these staff.



I hosted a joint event with Chief Constable Garry Forsyth alongside the National Farmers Union (NFU) to discuss rural crime. The event was also attended by the Bedfordshire Police dedicated Rural Crime team and officers from the Community Policing team. The purpose of the meeting was for the group to join forces by looking at planning and tactics to fight rural crime in Bedfordshire. This event gives us the opportunity to tap into the farming community's network and local knowledge, as well as key information sharing between Bedfordshire Police and the farming communities. Representatives from the rural community attended the Police and Crime Panel.



To help the Force deal with the increase in demand and to try and divert some of that demand to the most appropriate resource, I have invested in a proof of concept solution which will enable members of the public to report a crime, incident or intelligence to Bedfordshire Police. In addition, the terminal will also have location specific information of local authority services, third party organisations and other relevant information to support a growing number of multi-agency type issues.

Once the initial scoping for the project started, it was soon discovered that there were residents in Bedfordshire that due to the high levels of internet poverty did not have access to the internet or mobile phones to utilise the current online services that Bedfordshire police and partners offer.

The first terminal was delivered and set up in December 2021 and has been undergoing initial testing and adjustment based on feedback from various parties.

Work is now ongoing and members of my office are liaising with the Head of the Bedfordshire, Cambridgeshire and Hertfordshire ICT to commission the integration with the national Single Online at Home technology solution and to start a trial deployment across specific identified locations, to enable feedback from the public. We have also engaged with the Fire and Rescue Service who would also like to utilise this technology to promote fire safety and recruitment. A great deal of interest has also been expressed from various other OPCCs from around the country, who may also wish to progress this approach.



I am committed to enhancing the crucial role that volunteers play as part of the wider policing and OPCC family.

I have spent time with members of the Speed Watch team who showcased the new Speed Indication Devices (SIDS) that I provided funds for. The devices provide an instant visible notification of the speed the motorist is travelling at; anyone captured speeding receives a warning letter from Bedfordshire Police, and persistent offenders' details are passed to the local policing team for further action.



I often witness our watch schemes in action and on many occasions I have stopped and interacted personally with them, which I have found extremely valuable. I have seen Speed Watch volunteers in Maulden, monitoring speeding and stopped to thank them for their help in keeping our roads safer. Speed Watch is an educational scheme aimed at raising awareness of speed restrictions and encouraging drivers to reduce their speed to the legal speed limit.

I have now increased funding to the watch schemes in excess of £20,000 per annum.









### Recruitment and retention of police officers

### **Key activities and achievements**



Members of my team have been working closely with the Head of Estates and external consultants to help to formalise and shape a ten year estates strategy for Bedfordshire Police. This strategy is due to be completed by June 2022. The strategy also considers the potential utilisation of key partners estate such as Fire, Local Authority, and ambulance which will support the Force in driving the governments agenda of one public estate.



Since becoming PCC, I have regularly joined officers and staff on patrol on the front line of Policing and also within specialist support teams. This interaction has enabled me to gain and build a growing understanding of the many complexities and pressures that exist within policing and to engage with the public in varying circumstances. I will continue with this activity throughout my term.



Shaping the culture that exists within Bedfordshire Police is an area in which I take great interest, as not only is this area key in the way that the Force interact with members of the public, often at the most difficult of times for them, it also impacts on our ability to recruit from across all sections of our communities if the culture is perceived to be negative. Further impacts of a negative culture can impact on the well-being and retention of officers and staff. Since becoming PCC, I have held various informal engagement events across the county with our valued officers, staff and volunteers to express my gratitude for the amazing work that is carried out and to hear directly any concerns or observations that they may have.

I have introduced a standing agenda item around 'Culture and Wellbeing' at the monthly Delivery and Beating Crime Board, this being the main board which holds the Chief Constable and his senior team to account. Various elements of this board are also streamed for added transparency and enables any issues or questions from the workforce to be raised at this meeting, allow ing the Chief Constable to respond directly and reflect if action is appropriate.



As a result of direct feedback from police officers, I commissioned £20,000 to ensure that appropriate counselling support was available to police officers and staff, in addition to the support that the Force already provides.



I also funded and supported the National Black Police Officer Association Annual Conference which was held in Bedfordshire.

### Number of Black, Asian, **Mixed or Other Police Officers** compared to national figures

Bedfordshire current representation 2021/22

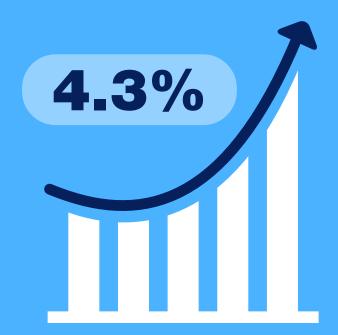
10.3% 139 Police Officers

National current representation 2021/22 8.1%

### **Number Police Officers**

• April 2021 • April 2022











### Tackling the causes of crime and breaking the cycle of re-offending

### **Key activities and achievements**



I have begun to provide funds directly to Community Safety Partnerships (CSP's) to commission services that are in line with the Police and Crime Plan and CSP priorities. I have attended a Police and Crime Panel in which CSP leads were in attendance and I am supportive and encouraging for this level of engagement to continue. Engagement is continuing between my office and the CSP's with a view to achieve greater partnership working.



I have had two successful placements of Interns within my office, including individuals with Special Educational Needs (SEN), with further placements planned throughout my term. The Internship Programme gives students the opportunity to spend time working within the Office of the Police and Crime Commissioner gaining experience working on real-life projects. Some of the students were tasked with reviewing the Summer of Fun programme run by the OPCC which directly links to the Police and Crime Commissioner's priority of 'tackling the causes of crime and breaking the cycle of re-offending'. The students spent four weeks analysing feedback and data from the project and came up with a proposed plan for the Summer programme for 2022 based on this analysis.



I have invested £40,000 in acquiring additional cyber triage capability. This will increase Bedfordshire Police's capacity to deal with cyber-related crimes more swiftly. This will be particularly helpful in the investigation of crimes where mobile phones and laptops require forensic investigation in-situ. My priority is the safety of our residents and I am committed to equip our officers with all the tools they need to do exactly that. This is why I am delighted to invest in another Cyber Triage Van for our Cyber Crime Team as part of their work to keep our communities safe.



I announced an increase in funding to support victims of domestic abuse, exploitation and sexual assault. The total funding amount for services to be delivered to support victims in 2022/23 will be more than £1.35 million, up from £1.14 million in 2021/22. As per my Police and Crime Plan, where supporting victims of crime is one of the priorities, I have set out to ensure that local people have a comprehensive set of services that can support them at what could be the most traumatic and devastating time in their lives. Domestic abuse wreaks pain and suffering on individuals and families. In some cases people are abused for years before they come forward to make a report to the police or contact an organisation that can support them.

I have invested in excess of £250,000 across Bedfordshire to improve road safety and reduce collisions and fatalities. The aim of the Roads Fund, which is run by the OPCC, is to try and reduce the number of people harmed on Bedfordshire's roads. Our watch schemes provide untold support to our communities, and I was pleased to be able to fund additional Speed Indicator Devices (SIDs) in Bedfordshire. These devices provide an instant visible notification of what speed the motorist is travelling at, so I'm really glad we are able to provide even more of these in this recent round of funding.



I have continued funding the organisation 'Direction for Bedfordshire' so that work can continue on focus ing efforts on the rehabilitation of ex-offenders, and the prevention of crime and anti-social behaviour.



I have launched the 'Next Steps Programme' which uses conditional cautions to support people out of drug and alcohol addiction and a move away from a path of criminality.



# Grant funding for domestic abuse services



# Roads Fund 21/22 Part Two £201,090 allocated

- 21 speed indicator devices including Vehicle Activated Signs (VAS) and Speed Indicator Devices (SIDs)
- Contributed to the VR Vehicle For Education
- Contributed to the Roads Victims Trust
- Contibuted to Bike Safe



My team has established a closer working relationship with the National Probation Service and is actively seeking opportunities to cocommission functions and services.



April 2022 marked the longest funding settlement yet for the county's Violence and Exploitation Reduction Unit (VERU), which had been awarded year-on-year funding for its three years of operation so far. In a further boost for efforts to tackle violent crime in Bedfordshire, local police have also been awarded £521,000 of government funding next year to run targeted patrols in areas with the highest levels of violent incidents in the county. Established in 2019, by Head of the VERU, with the support of Bedfordshire's Office of the Police and Crime Commissioner (OPCC), the VERU is one of 20 violence reduction units (VRUs) across the country, but the only one to place an explicit focus on exploitation in its title. The VERU aims to bring together partners across the country to tackle and prevent serious youth violence, criminal and sexual exploitation amongst vulnerable children and young people.



I have invested £45,000 on safe spaces for young people and as part of the commissioning process, I also empowered them to decide where and how that money was spent. A number of successful projects benefited from this funding.



I have appointed a dedicated Early Intervention and Pathways Project Manager to coordinate and lead on my commitments around supporting young people and their careers. This member of staff has also begun to establish and build a greater level of partnership engagement and interaction resulting in a number of ongoing pieces of work specifically around bringing together other statutory bodies to work collaboratively to begin to tackle historic issues and challenges of young people and criminality.



I hosted the first ever Schools Parliamentary Debating competition within Bedfordshire. The final was held at Bedford Magistrates Court as two Bedfordshire schools competed in a real-life parliamentary setting for the Commissioner's Cup. This approach is an excellent way to encourage young adults to use the power of words and persuasion to make their point, rather than resorting to other means that could potentially lead to criminality.



I have visited many of the schools within Bedfordshire and engaged directly with young people of various ages. It is my intention to visit every school within the county by the end of my term. This interaction allows me direct access to impressionable young people enabling me to deliver key messages, as well as receiving feedback around how I can continue to make the county of Bedfordshire safer.



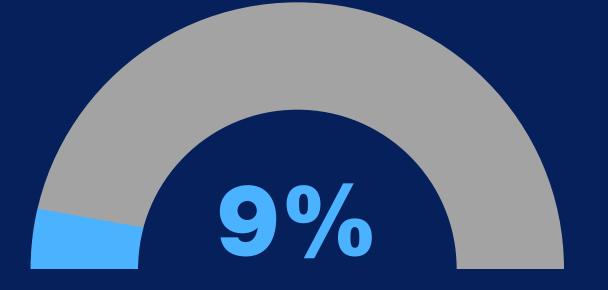
My office secured funds of £982,000 of additional funding from the Home Office to support the Safer Streets initiative in both Bedford Borough and Central Bedfordshire. A large percentage of this funding was allocated in the fight to reduce offences of Violence Against Women and Girls. These funds have been invested in increasing CCTV coverage, street lighting provision, education to victims and perpetrators and various safety equipment has been distributed to vulnerable individuals. My office will continue to progress grant applications for further funding opportunities when the opportunity arises. Funding has also been invested in providing additional accommodation in Bedford Borough to continue the work of the Safer Streets initiative and provide a location for key partners to offer support services to local residents.



I set up activities during the summer period for young people to be occupied across the county. This will continue moving forward, with stronger links with the three local authorities and a greater focus on particular demographics of young people that are at increased risk.



# 321 schools visited in Bedfordshire 30 schools visited by the PCC throughout 21-22



9% of all schools have been visited, due to the Covid-19 pandemic restrictions throughout 21-22

The PCC will be visiting all 321 schools throughout this term

### Placing residents and victims at the centre of policing priorities

### **Key activities and achievements**



My office led on a 12 week campaign to raise awareness of the obligations and expectations that the public are entitled to, under the Victim Code of Practice (VCOP). Members of my team created a training package to ensure that the Force's Customer Service Team were aware of their obligation and my office's expectations when dealing with complaints and issues of dissatisfaction received from members of the public or victims of crime.

The VCOP is, in my opinion, of great importance and therefore my office will continue to focus efforts in holding the Force to account in their delivery of all obligations held by them under VCOP.



My office, at my instruction, has reviewed the process around commissioning services utilising Ministry of Justice (MOJ) and other funds. I am confident that the revised commissioning approach will ensure that money is allocated to partners and services that will provide victim centric and focussed outcomes in line with the needs and deliverables of my Police and Crime Plan.



Since my appointment as Police and Crime Commissioner, my office has commissioned services utilising funds received from the Ministry of Justice (MOJ) the Home Office, and Community Safety Fund (CSF) just short of £2,000,000. These funds have been awarded to key partners and statutory organisations in the following areas:

- Domestic violence
- Counselling
- Sexual violence support
- Support for victims and witnesses of crime (not related to domestic abuse)
- Mental health
- Volunteers
- Adult offender management
- Youth offender management
- Domestic abuse offender focus
- Early intervention
- Police and Crime Plan delivery

### Victim's Code

All victims of crime in England and Wales have rights:

To be able to understand and be understood	To have the details of the crime recorded without unjustified delay	To be provided with information when reporting the crime
To be referred to services that support victims and have services and support tailored to your needs	To be provided with information about compensation	To be provided with information about the investigation & prosecution
To make a Victim Personal Statement	To be given information about the trial process and your role as a witness	To be given information about the outcome of the case and any appeals
To be paid expenses and have property returned	To be given information about the offender following a conviction	To make a complaint about your rights not being met



My team have at my request reviewed, rebranded and relaunched the service that was 'Signpost' as 'Bedfordshire Victim Care Services' (BVCS). The BVCS team, which is based at Bedfordshire Police Headquarters, hosts a team of 11 Specialist Victim Care Co-ordinators, who provide emotional and practical support for victims. They also receive referrals from officers who deal directly with victims. Under the new name, the service will still provide the same excellent service and care for victims of crime. It's the one-stop-shop for everything a victim of crime needs to know, offering practical and emotional support, restorative justice, and referrals to specialist support.

As part of the review and relaunch of BVCS, I have increased the crime types where support for victims can be offered to include fraud and antisocial behaviour (ASB).



The Victim Needs Analysis (VNA) remains a significant benchmarking tool and work to fully progress and embed the recommendations from this report is ongoing across various forums and elements within Bedfordshire Police. The OPCC maintains an ongoing scrutiny role to ensure that appropriate progress is being made to embed all necessary enablers and changes to focus outputs to ensure that victims needs are at the forefront of decision making when crimes are investigated.



I commissioned a 10 year estates strategy to be created with the assistance and support of an external organisation. This report will for the first time focus on opportunities that may exist with a collaborative approach to with key partners such as Fire, Ambulance, Local Authority etc. This piece of work builds upon the principles of desires of the one public estate initiative.



I have met with representatives from the majority of Parish and Town Councils across the county, either in person or online as well as attending various council led meetings.



I hosted the Annual Parish Council Conference online, alongside senior team members from Bedfordshire Police. The Annual Parish Council Conference gives the PCC and Bedfordshire Police the opportunity to thank the Councillors for the invaluable work they do to support Community Policing.

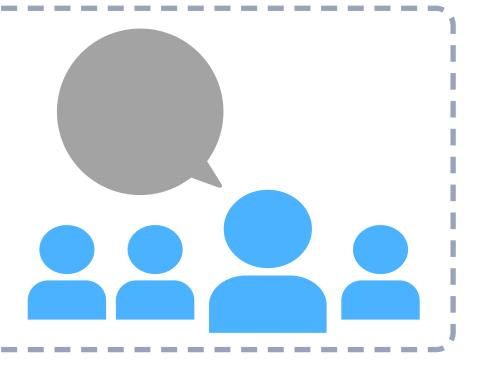
### **Total Number of Referrals**



70% increase following the PCC instruction for BVCS to proactively access victim data

# All 141 Parish Councils in Bedfordshire

have been invited to meet the PCC in his first year









### Multi-agency approach to community safety and crime reduction

### **Key activities and achievements**



I have continued funding the Family Drugs and Alcohol Court (FDAC) and have moved to a three year funding term for this particular initiative as I believe this is delivering significant impact and benefits. The Family Drug and Alcohol Court programme is funded by the PCC and first launched in November 2019. It supports parents through an intense plan giving families a greater chance of staying together. Family Drug and Alcohol Courts require a parent with addiction to agree to a formal rehabilitation plan and to work very regularly with the Family Court Judge and the FDAC team of specialists over a 26-week period, to address their behaviour and build better relationships with both their children and themselves.



The new Criminal Justice Centre was delivered on time and on budget and is now fully functioning. The 22-cell custody block and additional office space was officially opened on Thursday 21 April 2022 by Chief Constable Garry Forsyth, the High Sheriff of Bedfordshire Lady Jane Clifford, the Vice Lord-Lieutenant Chris Sharwood-Smith MBE and myself. The building has been operating since the beginning of April 2022, with new teams previously based across the county moving back to Force Headquarters and joining their fellow investigative teams. This is the first major construction project by Bedfordshire Police in decades. Our new custody building, not only delivers a modern facility for processing offenders, it also provides much needed space for our Public Protection Unit and the work they do investigating volume crimes like burglaries, as well as serious sexual violence.



During many of my visits to schools across the county, and following discussions with several senior leadership teams in our county's education space, I have noticed something of a variance in how our schools approach a child's absence from their establishments. Having listened to parents, community leaders, including from within Bedfordshire Police, and education professionals, it seems that each school has a different approach to school absence. These approaches consist mainly of text messaging, phone calls and emails etc. An actual visit to a child's home does not appear to be a standard part of the process and the timings for when each of these interventions are carried out also vary, which has concerned the PCC. I believe being in a school setting, in employment or involved in a training activity helps with the safeguarding of our children and young people throughout the county. I attended the 'Homicide Crime Day' on the 24th February 2022, with the Home Office and Policing Minister and am aware from a recent briefing that young people who have been involved in a homicide, either as a victim or offender, have often missed significant time from school before such a tragic incident. School absence is also an indicator for other criminal activity such as county lines, cyber grooming, and child sexual exploitation.

I therefore am seeking support for a common framework across Bedfordshire for how schools deal with a child's absence. I have written to the Local Authorities asking for this support. I believe that there should not be a difference in the way absence is identified, monitored and managed, all statutory partners should know what is expected within a reporting framework and what steps should be taken irrespective of where a child lives and attends school in Bedfordshire. Despite some inevitable challenges that may arise in the process, this framework will send a united message of how seriously we take the issue of safeguarding our children, ensuring no child falls through the cracks, and helps support colleagues who work to keep children safe from harm.



My office has created a Pan Bedfordshire commissioning group to bring together key services and partners who provide funding opportunities for core services across the County, coming together to identify opportunities to co-commission/co-fund projects and organisations that support and contribute towards the Police and Crime Plan and other county wide core objectives around public safety. This forum will continue moving forward and I have no doubt will deliver benefits across all communities in the county.



I led on various engagement events across the county, seeking thoughts on how all relevant agencies could work together to combat youth violence. This group had representation from Local Authorities, Bedfordshire Police, Youth Offending Services, Local Councillors and other interested parties.









### Transparency and open communication

### **Key activities and achievements**



I have kept my pledge of transparency by streaming the 'Delivery and Beating Crime Board' with the Bedfordshire Police Executive Team. This meeting is the main 'holding to account' meeting, where I am able to ask the Bedfordshire Police Executive leadership team questions that had been raised by members of the public. One of the my pledges was to improve transparency across all areas of Bedfordshire Police, both internally and externally and especially when communicating to the people of Bedfordshire.



I have published an information schedule on the OPCC website which demonstrates my commitment to making more information accessible. The OPCC is required to comply against the Specified Information Order, and as I have committed to be among the most transparent of PCCs, my office publishes far in excess of the stipulations of the order.



My office, at my request, completed a full review of the Strategic Risk Register, ensuring that current risks were reflected. I have ensured that I have regular oversight of the document and that it is continuously reviewed, The office received the highest possible grading in terms of audit compliance in the last 'Risk Audit' of 'Substantial Assurance'. My team continue to work with the Joint Audit Committee, Internal and External Audit to ensure that sufficient scrutiny is applied for both the Force and the OPCC in the execution of their duties.

# PRIORITY 7

### **National contributions**

### **Key activities and achievements**



I was appointed the National Lead for the 'Prevention' portfolio by the Association of Police and Crime Commissioners (APCC). The National Prevention Lead is responsible for ensuring that early intervention and prevention of crime is the primary strategy and focus for policing priorities across the country. The purpose of the role demonstrates the commitment and drive of investing in these type of services in local communities.



I have spoken with and continue to maintain a dialogue with various senior individuals within Central Government to continue to push the message about fairer funding for Bedfordshire Police and I will continue to do so until permanent change is achieved.



I worked to ensure 'Prevention' became a common feature for Police and Crime Plans nationally.



I have actively worked with the Safer Streets initiative to ensure multi-year funding rather than awarded on an ad-hoc basis.



I have worked with partners, UK Health Security Agency and Office for Health Improvement and Disparities, NPCC Leads and PCCs nationally to ensure a public health approach to Crime Prevention.

# Bedfordshire PCC appointed as APCC Prevention Lead

Bedfordshire Police and Crime Commissioner Festus Akinbusoye has been appointed the National Lead for the Prevention portfolio by the Association of Police and Crime Commissioners.





# Transparency, Scrutiny & Holding to Account

# The Police & Crime Panel for Bedfordshire

I am held to account by the Police and Crime Panel. The Panel is made up of individuals that are elected councillors from across Bedfordshire, plus two independent members of the public. It is the Panel's job to make sure I am making decisions in the best interest of the public, including decisions about what priorities are in the Police and Crime Plan, how much the policing precept should be and the recruitment and dismissal of the Chief Constable.

I have to report regularly to the Panel to account for the decisions I make, or to be questioned by them. This year, I have also been able to provide the Panel with greater insight and assurance by facilitating visits for panel members to the Force Control Room at Headquarters and visits to the new custody suite at Headquarters.

### The Panel's functions are to:

- review and report/make recommendations to the PCC in respect of his draft Police and Crime Plan or any draft variation to their prevailing plan
- review and report/make recommendations to the PCC on his annual report
- review or scrutinise decisions made, or other action taken, by the PCC in connection with the discharge of his/her functions and make reports or recommendations to the PCC with respect to the discharge of those functions
- review and report back to the PCC on appointments he proposes to make to the following posts: the Commissioner's Chief Executive, the Commissioner's Chief Finance Officer, the Deputy Police and Crime Commissioner, the Chief Constable
- review and report/make recommendations to the PCC on his proposed precept for the financial year
- review and report/make recommendations to the PCC on any proposal by him to call on the Chief Constable (CC) to retire or resign

My office and the Panel have worked together to ensure that we are providing the right information to the panel to allow them to complete their scrutiny role. I would like to take this opportunity to thank the Panel for their continued help and support during 2021/22.

More information about the Panel can be found on their website at:

https://www.bedford.gov.uk/council-and-democracy/beds-police-crime-panel/

### **Panel Members:**

Chair: Cllr lan Dalgarno
Central Bedfordshire Council

Vice-Chair: Mr Paul Downing
Independent Member

Cllr Sameera Saleem
Luton Borough Council

Cllr Amjid Ali Luton Borough Council

Clir Anne Donelon
Luton Borough Council

Cllr James Weir Bedford Borough Council

Cllr Tim Caswell
Bedford Borough Council

Cllr Mohammed Nawaz
Bedford Borough Council

Cllr Neil Bunyan
Central Bedfordshire Council

Clir Amanda Dodwell
Central Bedfordshire Council

Cllr Gareth Mackey
Central Bedfordshire Council

Mr Damian Warburton
Independent Member

Mr Lee Melville Independent Member

# Governance

ARRANGEMENTS	PURPOSE	ACTIVITY MAY 21 - APRIL 22
Delivery and Beating Crime Board (Meet Monthly)	The main 'holding the Force to account' – this meeting is an opportunity for the PCC to meet with the Chief Constable and his Executive Team	11 Meetings
Joint Audit Committee (Meet Quarterly)	Provides assurance to the PCC and Chief Constable on the effectiveness of the governance, risk management and internal control arrangements	4 Meetings a year with 1 development day
One to One meeting with the Chief Constable	To ensure regular communication to discuss strategic matters and current issues	Ad hoc
Independent Custody Visiting Scheme	OPCC run scheme where volunteers visit unannounced to check that those being held in Police Custody are being treated fairly	Total number of visits (Physical and Virtual) = 93
Decision Log	In line with the Decision- making framework, decisions made by the PCC and the OPCC of significant public interest are published on the OPCC website	40 decisions have been made and published
Dealing with complaints against the Chief Constable.	The PCC is responsible for reviewing and investigating Chief Constable complaints - statutory guidance.	7 complaints received – none have been recorded.

# PCC Governance

### **Police & Crime Commissioner**

Chief Executive meeting with PCC	Business Review Monthly Team meetings	Delivery and Beating Crime Board	ERSOU/JPS meetings	Strategic Alliance Summit / 7 Force	Police and Crime Panel	
The Chief Executive takes strategic direction from the PCC and in return updates the PCC on progress from the business areas	Full team meeting per month chaired by the Director of Operations formally covering every area	Force provides strategic updates to the PCC on:  Performance Finance Change Estate Inspections Risk Culture Report on priorities progress - Police and Crime Plan  PCC to hold the Force to account	Scrutiny for the collaborated areas	The Strategic Alliance gathers to offer updates on their respective areas of governance for collaboration and the PCC can raise questions or concerns	Working with the Police and Crime Panel to ensure all statutory processes are being conducted for the people of Bedfordshire	
Engagement with the people of Bedfordshire						

Regular Councillors' engagement engagement events  Polls Event (Wednesdays)	Visits to organisations that the OPCC fund (Wednesdays)	Website and Social Media	PCC through Delivery Board raises questions from the public
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# **Events and** Engagement

# 2021-22 Overview

This is just a flavour of some of the events, engagements and activity that I and those supporting me in my office have undertaken over the past 12 months.

### **MAY 2021**

- PCC Visit Mosque in Luton
- Strategic Board
- Association of Police & Crime Commissioners (APCC) induction for new PCC's
- Stop & Search Scrutiny Panel

### **JUNE 2021**

- Police & Crime Panel
- Parish Council Cluster Central Beds Purple
- Bedford Full Council Meeting
- Bedford Criminal Justice Board
- OPCC Violence Reduction Meeting
- Police Priority Setting Meeting Leighton Buzzard

### **JULY 2021**

- Strategic Board
- Parish Council Cluster Central Beds
- PCC Problem Solving Meeting for Bedford Borough
- PCC Violence Reduction Meeting Luton North
- Leighton Community Day of Action
- PCC Violence Reduction Meeting Luton YP
- PCC Violence Reduction Meeting Luton South
- Community Day of Action Queens Park / Great Denham
- Police & Crime Panel
- Biggleswade Town Council Meeting

### **AUDUST 2021**

- Jamaican Independence Event
- 100 Day Report Launch
- Police & Crime Panel
- VERU oversight board meeting • Officer Graduations - Bedfordshire Police
- August Strategic Board Stop and Search Scrutiny Panel

### **SEPTEMBER 2021**

- Parish Council Cluster Luton
- Central Bedford Community Safety Partnership
- PCC Violence Reduction Meeting Moggerhanger and the surrounding areas
- Parish Council Clusters Bedford
- Parish Council Cluster Central Beds
- PCC Violence Reduction Meeting Central
- Kempston Day of Action
- Strategic Board

### **OCTOBER 2021**

- Windrush Celebration
- Annual Parish Council Conference
- Flitwick Town Council Visit
- Police & Crime Panel
- PCC Violence Reduction Meeting
- National Black Police Association Conference
- Delivery and Beating Crime Meeting (formerly Strategic Board)

### **NOVEMBER 2021**

- Sandy Town Council Meeting
- PCC Ward, Town and Parish Council Meeting Luton
- PCC Violence Reduction Meeting Flitwick
- Diwali Festival Bedford
- Luton Community Awards
- PCC and Parish Council Meeting Central Beds
- Armistice Day Parade
- PCC Violence Reduction Meetings Bedford
- Delivery and Beating Crime Meeting (formerly Strategic Board)

### **DECEMBER 2021**

- Virtual Partnership Day
- Police and Crime Panel Police Bravery Awards

### **JANUARY 2022**

- PCC and Ward/Council meeting Central Beds
- PCC Meeting with Houghton Regis Town Council
- Delivery and Beating Crime Board
- Full Council Meeting Luton Borough Council
- Leighton/Linslade and Rural Priority Setting Meeting

### **FEBRUARY 2022**

- Police and Crime Panel
- PCC visit to Downing Street
- Delivery and Beating Crime Board
- PCC and Ward/Council meeting Central Beds
- Homicide Crime Day
- Business Review Meeting
- Community Engagement Event with Faith Groups

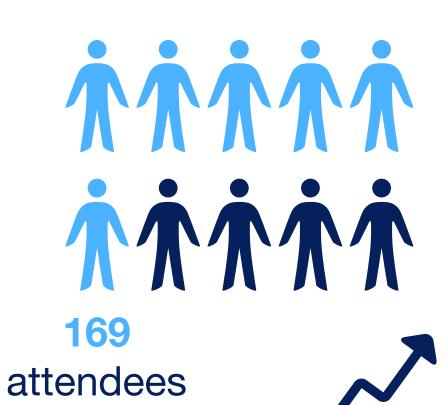
### **JANUARY 2022**

- International Women's Day
- APCC Bace Disparity Working Group
- Crime and Disorder Committee Meeting
- PCC visit to Downing Street
- PCC and Ward/Council meeting Central Beds
- Luton Conservative Federation
- Meeting with Ministers and PCC's
- Schools Debate
- Delivery and Beating Crime Board

### **APRIL 2022**

- Police & Crime Panel
- PCC and Ward/Council meeting Central Beds
- Custody Grand Opening
- The Stephen Lawrence Conference
- Delivery and Beating Crime Board Police and Crime Panel

# Community **Engagement**



611 attendees aged under 19

# Force Performance

The Bedfordshire Police Demand Management Strategy sets out the Force's Vision, Leadership and Governance, Objectives and Plan to deliver effective management of demand.

The Force will use the following definitions in its analysis and assessments of demand;

- Public Demand, including Public Order and Complex Investigations
- Protective Demand, including Proactive Prevention
- Internal/Hidden Demand, including Mutual Aid
- Failure Demand, including Data and File Quality

### **Vision**

Create a culture of forward-looking analysis, continuous improvement and organisational learning around the management of demand and working in conjunction with partners maximise the efficiency of the Force and ensure resources are able to focus on protection of the public and fighting crime together.

### **Approach**

When undertaking analysis for dealing with demand differently, Bedfordshire Police will consider the following options;

- Treat (taking steps to reduce or mitigate demand risk to a more acceptable level)
- Transfer (shifting demand to another part of the organisation or to another organisation where it can be more effectively and/or efficiently managed)
- Terminate (eliminating the demand by ceasing to service some activities)
- Tolerate (accepting the demand risk because it is at a sufficiently low level or because further action to treat the demand risk is infeasible)





# Looking Forward...

Bedfordshire Police Strategic Demand Assessment (SDA) compares demands at a strategic level across the full range of operational and support services, including those provided through Bedfordshire, Cambridgeshire and Hertfordshire (BCH) and 7 Force collaboration. Information for the SDA comes primarily from the professional knowledge of functional leads, supplemented by quantitative future demand projections where available. The Force have completed the fifth full Strategic Demand Assessment to be conducted in Bedfordshire Police since autumn 2017.

The SDA combines multiple variables into a two dimensional picture that enables meaningful comparison across all functions; asset shortfall (indicating current demand) and future demand trend.

Asset shortfall is judged on a five point comparative scale, measuring the gap in assets to manage demand as effectively as would be liked. Future demand trend is judged on a five point comparative scale, indicating the direction and magnitude of projected future demand. Both asset shortfall and future demand trend are assessed on qualitative scales, though informed by quantitative performance data. There is no attempt to rigidly define the five points, as demands and management of demands differ markedly across all functions.





# December 2021 SDA heatmap:

# **Operational functions**

	ASSET SHORTFALL 1	ASSET SHORTFALL 2	ASSET SHORTFALL 3	ASSET SHORTFALL 4	ASSET SHORTFALL 5
TREND •		JPS Scientific services	Cyber Hub Covert Authorities		
TREND •	Community North JPS Civil Contingencies	Community Central Community Cohesion CMIT (CSE) Beds Op Planning JPS Armed Policing	CID JPS Major Crime Unit BCH CTC Offender Management SOCU	Force Contact Centre BCH Admin of Justice PVP Emerald Source Handling	Response RASSO
TREND +		Community South Intelligence (inc. Boson)	RIT Beds & Herts Custody CMIT (Missing) PPU Support Team JPS Operational Support JPS Dogs JPS Roads Policing Unit	Mental Health Hub Education and Diversion	
TREND					
TREND <					

# December 2021 SDA heatmap:

# **Support functions**

	ASSET SHORTFALL 1	ASSET SHORTFALL 2	ASSET SHORTFALL 3	ASSET SHORTFALL 4	ASSET SHORTFALL 5
TREND		BCH PSD (Invs. & ACU)		BCH PSD (Vetting)	BCH ICT
TREND	Community North JPS Civil Contingencies	Community Central Community Cohesion CMIT (CSE) Beds Op Planning JPS Armed Policing	Resource Mamagement People & Workforce Day BCH HR and Training	Tac Intel & Performance	
TREND +	Finance Estates Fleet	Business Change Crime Registrar & Audit Review & Inspections Corporate Comms	BCH FE Licensing		
TREND					
TREND <					

# Summary of critical demand risk functions

	ASSET SHORTFALL (CURRENT)	DEMAND TREND
BCHICT	ASSET SHORTFALL 5:  • Demand is constantly growing and is outpacing capacity.  • ICT is consistently unable to deliver performance in line with SLAs.  • Workforce capacity and wellbeing, and ICT equipment supply are of concern.  • Minimal capacity is available to deliver change activities.	<ul> <li>DEMAND TREND </li> <li>Digital touches all aspects of policing and will continue to grow rapidly.</li> <li>Continuing unprecedented technology advancement generates expectations from employees, partners, and the public, for police to embrace new solutions.</li> </ul>
RESPONSE	<ul> <li>ASSET SHORTFALL 5</li> <li>Response teams have consistently been attending less than half of immediate incidents within the 15-minute attendance target.</li> <li>Capability constraints are seriously limiting effectiveness.</li> <li>Abstractions have increased (scene guards, hospital watches, MH incidents).</li> <li>Response officers are managing tasks transferred from other Force teams and carrying a substantial crime investigations load.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>Traditional' acquisitive crime by existing offenders, will continue to generate response policing demand.</li> <li>Increasing digital related crime, much by new offenders, will require training to build response officers' digital investigation mindset.</li> </ul>
RASSO	<ul> <li>ASSET SHORTFALL 5:</li> <li>Demands substantially outweigh RASSO capacity and the modelled RASSO establishment.</li> <li>Severe detective shortages and training gaps hinder investigations and ongoing victim engagement, including some higher threats.</li> <li>Workforce and supervisory capacity gaps impact on coverage, particularly at weekends.</li> <li>PVP provides support to backfill RASSO specialist capability gaps (e.g. ABE).</li> </ul>	DEMAND TREND △  • The legal requirement from 2022 to forensically clean police vehicles after SARC visits will increase demand.

# Summary of severe demand risk functions (1/2)

	ASSET SHORTFALL (CURRENT)	DEMAND TREND
FORCE CONTACT CENTRE	<ul> <li>ASSET SHORTFALL 4</li> <li>999: Consistently poor service levels; heavy reliance on overtime.</li> <li>101: Poor service levels; insufficient resources to effectively manage calls; 101 service is reduced at times of high 999 call demand.</li> <li>Digital: Inconsistent effectiveness; service reduced at times of high 999 demand; call handlers answer both calls and webchats.</li> </ul>	<ul> <li>DEMAND TREND    • 999: Moderate demand increases expected.</li> <li>• 101: Demand likely to remain stable.</li> <li>• Digital: Continued rapid growth expected, driven by Force promotion and preferences of younger generations.</li> </ul>
PVP	<ul> <li>ASSET SHORTFALL 4</li> <li>Demands substantially outweigh PVP capacity.</li> <li>Detective shortages, training gaps and support to RASSO all hinder investigations, including some higher threat issues.</li> <li>PVP sergeants often support investigations, impacting supervisory capacity.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>Demand is expected to rise, influenced by the growing VAWG focus and full reopening of the night time economy.</li> </ul>
EMERALD	<ul> <li>ASSET SHORTFALL 4</li> <li>Lack of detectives and training is impacting capacity to manage demand.</li> <li>Experienced Emerald officers are abstracted to support ADCP and uniform student officers.</li> <li>Revised file quality requirements (in line with national guidelines) have increased demands.</li> <li>The time taken for CPS to return case files impacts the timeliness of reaching a charging decision.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>The new Domestic Abuse Act, enacted April 2021, is expected to increase future demand for both domestic abuse investigation teams and partner agencies.</li> </ul>
SOURCE	ASSET SHORTFALL 4: Handler capacity is sufficient for current active CHIS, but substantially below that required to manage CHIS in support of all priorities. No handlers have detective background, limiting the investigative experience to extract meaningful and useable intelligence.	DEMAND TREND   The Force is aiming to proactively grow CHIS handling, which will require increased handler capacity and capability.  An increased focus on CHIS mental health will further increase CHIS handling demands.

# Summary of severe demand risk functions (2/2)

	ASSET SHORTFALL (CURRENT)	DEMAND TREND
TACTICAL INTEL AND PERFORMANCE	<ul> <li>ASSET SHORTFALL 4</li> <li>Resources are insufficient to manage demands; recruitment is challenging.</li> <li>Intel analysis bids exceed capacity, requiring FTTCG to pause and reduce work.</li> <li>Increasing national intel demands (e.g. VAWG).</li> <li>Performance analysts are unable to meet continuing weekly demands.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>Intelligence and performance analysis demands are expected to grow.</li> <li>Surge funded intel posts will need to be maintained to manage future demands.</li> </ul>
CYBER HUB	<ul> <li>ASSET SHORTFALL 3</li> <li>Limited workforce capacity and capability, wellbeing issues and recruitment challenges are impacting effective management of outstanding warrants, file submissions and outstanding suspects.</li> <li>More offenders have been active during Covid lockdowns, increasing referrals to Forces.</li> </ul>	<ul> <li>DEMAND TREND </li> <li>Continued and rapid growth in ICAIT demand is expected, reflecting global, national, regional and local trends.</li> <li>The scale and complexity of CSE/A is increasing and is outstripping the global capacity to respond.</li> <li>Continued widespread home working (following substantial growth during the Pandemic) will contribute to continuing high demand.</li> <li>Development and more frequent use of encrypted platforms is likely to increase the difficulties of cyber investigation.</li> </ul>
COVERTAUTHORITIES	<ul> <li>ASSET SHORTFALL 3</li> <li>Key communications applications are being prioritised and managed reasonably well, though there is a substantial backlog of around 50 communications applications; backlogs lead to delays, which slow down subsequent investigations.</li> <li>Covert authorities' application demands are being managed. Many applications are of poor quality, and are returned for further work.</li> </ul>	<ul> <li>DEMAND TREND </li> <li>Future demand is expected to increase significantly, driven by exponential growth in communications technology options and use.</li> <li>The new CHIS (Criminal Conduct) Act 2021 will add legal complexity for undercover operations and operatives.</li> </ul>

# Summary of substantial demand risk functions (1/3)

	ASSET SHORTFALL (CURRENT)	DEMAND TREND
MENTAL HEALTH HUB	<ul> <li>ASSET SHORTFALL 4</li> <li>MHST provision (one team operating 10 hours per day across Beds), is insufficient to manage demand; the Team declines nearly one quarter of referrals). Outside of MHST hours MH crisis immediate incidents are attended less effectively by regular Response officers.</li> <li>MH demands have increased substantially during the Pandemic.</li> </ul>	<ul> <li>DEMAND TREND  </li> <li>It is anticipated that the heightened level and complexity of MH demands during the Pandemic will continue.</li> <li>Community Mental Health teams are overwhelmed, meaning that their patients will continue to receive a lower level of service.</li> </ul>
EDUCATION & DIVERSION	<ul> <li>ASSET SHORTFALL 4</li> <li>Workforce resources are substantially below budgeted capacity, with gaps in all three local authority areas.</li> <li>Demand substantially exceeds available capacity; demands are being deliberately limited until workforce capacity has increased.</li> </ul>	<ul> <li>DEMAND TREND ←</li> <li>Much demand is proactive in nature; proactive demands will be increased once Team capacity has risen towards establishment.</li> </ul>
CID	<ul> <li>ASSET SHORTFALL 3</li> <li>Investigative capacity gaps and capability gaps hinder effectiveness.</li> <li>Experienced detectives are abstracted to support student officers.</li> <li>CID is delivering required service levels for higher risk/harm cases, including initial response and scene work, though at the expense of existing crime loads.</li> <li>Revised national file quality requirements have increased demands.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>Future demand is expected to remain stable in burglary and other serious crime; fraud related demand is expected to rise substantially.</li> <li>File quality demands are expected to increase.</li> </ul>
OFFENDER MANAGEMENT UNIT	<ul> <li>ASSET SHORTFALL 3</li> <li>Demand far exceeds resources. Offender Managers' caseloads are above the national recommended level (50 cases per officer).</li> <li>IOM demand is being managed reasonably well; IOM offender managers are frequently abstracted to support VSOM.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>Demand is expected to increase over the medium term with emergence from the Pandemic, both from external sources and from increased internal references from the Force's Internet Child Abuse Investigation Team.</li> </ul>
SOCU (INC. COSTELLO)	<ul> <li>ASSET SHORTFALL 3</li> <li>Limited workforce capacity, capability and availability, and support to other police functions are substantially impacting effectiveness.</li> <li>Deployable SOCU capacity is below approved professional practice recommended level (12). Abstractions further restrict capacity.</li> <li>Volumes and impacts have increased due to Costello activities.</li> <li>Management of Costello demand will improve with increased workforce in 2022.</li> </ul>	<ul> <li>DEMAND TREND  </li> <li>SOCU demands and support for Costello are likely to remain.</li> <li>Officer turnover is expected to continue. Full workforce capacity and capability are unlikely to be achieved within the next four years.</li> <li>Further OCG mapping, new covert work and possible further infiltrations of encrypted platforms are likely to increase future demand.</li> </ul>

# Summary of substantial demand risk functions (2/3)

	ASSET SHORTFALL (CURRENT)	DEMAND TREND
RMU	<ul> <li>ASSET SHORTFALL 3</li> <li>Capacity and capability are insufficient to manage all current demands, requiring prioritisation to manage immediate risks and issues.</li> <li>Workforce goodwill is needed to adequately manage demand.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>Full implementation of PEQF will increase the level and complexity of RMU demand to manage student locations and availability.</li> </ul>
RIT	<ul> <li>ASSET SHORTFALL 3</li> <li>Outcomes performance has improved under the RIT model.</li> <li>Assigned work increased significantly in late 2021, resulting in supervision backlogs and ineffective investigations.</li> <li>Supervisory capacity in insufficient, magnified by Covid absences.</li> </ul>	DEMAND TREND ←  • Future demand is expected to remain stable, with changes in line with demographic changes.
CMIT (MISSING)	<ul> <li>ASSET SHORTFALL 3</li> <li>Resource is insufficient to progress existing medium and low risk cases alongside new high risk cases (added in Sept 2020).</li> <li>Capacity and capability gaps in other Force teams reduce Missing Team effectiveness.</li> </ul>	DEMAND TREND ←  • Demands are likely to remain stable in short term. Mental health concerns may increase longer term demands.
PPU SUPPORT TEAM	<ul> <li>ASSET SHORTFALL 3</li> <li>Capacity gaps hinder effectiveness. High risk reports are prioritised; medium risk reports have around a four-week delay.</li> <li>Officers across the Force have insufficient understanding of vulnerability; reports sent to the Hub often lack required information.</li> </ul>	DEMAND TREND ←  • Demands are likely to remain stable.
JPS MCU	<ul> <li>ASSET SHORTFALL 3</li> <li>MCU has recorded its highest ever vacancy level (84.8% of establishment at Nov 2021); capacity gaps require service prioritisation.</li> <li>Capacity is insufficient to progress most cold cases and to complete reviews of MCU cases in line with national guidance.</li> <li>Increased digital evidence has created capacity and capability gaps for MCU investigations.</li> </ul>	<ul> <li>DEMAND TREND △</li> <li>Digital evidence is likely to grow substantially, increasing investigation demands in complex cases.</li> </ul>

# Summary of substantial demand risk functions (3/3)

	ASSET SHORTFALL (CURRENT)	DEMAND TREND
JPS SSU	<ul> <li>ASSET SHORTFALL 3</li> <li>Capacity gaps affects capability and effectiveness across SSU.</li> <li>Forensic imaging demands have increased; demands are being met with impacts on timeliness and service level agreement deadlines missed.</li> </ul>	<ul> <li>DEMAND TREND </li> <li>Recent significant increases in forensic imaging demand are expected to continue.</li> <li>New requirements for forensic collision investigation.</li> <li>Global technological advances will increase digital forensics demand.</li> </ul>
JPS OSU	<ul> <li>ASSET SHORTFALL 3</li> <li>ncreased and more complex protest activity exceeds the capacity of the Forces' POPS advisors and bronze commanders.</li> <li>OSU has insufficient capacity to provide BCH POPS training to the College of Policing minimum standard for L2/L3 requirements. OSU depends on local Force POPS trainers for delivery. Without the Forces' support OSU would be unable to fulfil mutual aid requests and SPR obligations.</li> </ul>	DEMAND TREND ← Current levels of high and complex protest activity are likely to remain.
JPS DOGS	<ul> <li>ASSET SHORTFALL 3</li> <li>GP Dogs are less available than operational officers would prefer; there are periods of limited on-duty dog provision across BCH.</li> <li>Some demands for pre-planned Specialist Dog requests remain unmet.</li> </ul>	DEMAND TREND ← Section of the secti
JPS RPU	<ul> <li>ASSET SHORTFALL 3</li> <li>Capacity is sufficient to reactively respond to demand.</li> <li>Capacity gaps are limiting additional tasking and proactive management against the Fatal 5 (careless driving, drink &amp; drug driving, seatbelt, mobile phone use while driving, speeding).</li> </ul>	<ul> <li>DEMAND TREND </li> <li>Demand is largely driven by the stable nature of the strategic road network.</li> <li>Future demand for serious collision investigation may become more complex with new vehicle technology.</li> </ul>

# Summary of biggest demand risk changes

The following functions have risen by more than one demand risk level between the December 2020 and December 2021 Strategic Demand Assessments.

	JANUARY 2021 SDA			AUTUMN 2019 SDA		
	CURRENT	FUTURE	DEMAND RISK	CURRENT	FUTURE	DEMAND RISK
BCH ICT	5		Critical	2		Moderate
RESPONSE	5	Δ	Critical	2	<b>⇔</b>	Moderate
COVERT AUTHORITIES BUREAU	3	_	Severe	2	Δ	Moderate
FCC	4	Δ	Severe	2	Δ	Moderate
BCH ADMINISTRATION OF JUSTICE	4	Δ	Severe	2	Δ	Moderate
SOURCE HANDLING UNIT	4	Δ	Severe	1	Δ	Moderate

The following functions have fallen by more than one demand risk level between the December 2020 and December 2021 Strategic Demand Assessments.

	JANUARY 2021 SDA			AUTUMN 2019 SDA		
	CURRENT	FUTURE	DEMAND RISK	CURRENT	FUTURE	DEMAND RISK
INTELLIGENCE (INCLUDING BOSON)	2	<b>⇔</b>	Moderate	3	_	Severe

# Finance and Resourcing

The 2021/22 final year end position is currently being worked on as part of the Statement of Accounts closure. These draft accounts will be available on our website later this year. The 2021/22 revenue budget of £127.43m was set in February 2021. The indicative outturn figure is an underspend of £1.4m. Some of this will be carried forward into 2022/23 to continue with projects that span across the year.

The draft management accounts outturn can be broken down as per the below:

### In year forecast underspend (£500k)

A year end underspend had been forecast during the year, that was a combination of numerous areas including overspends on overtime and pay, some of which was linked with the pandemic and where positively recruitment targets have been exceeded, professional standards expenditure. These overspends were more than offset by additional income from grants. The net position was the £500k underspend.

In addition to the above:

### **Community Safety Fund (£217k)**

These unspent funds at financial year end will be carried over into the 2022/23 financial year, to continue this important area of work. It was initially anticipated during the year that these funds would be fully spent, however the new OPCC team wanted to pause and refocus on ensuring there was a robust process in place for the allocation of funds and delivery of the services provided to support our community.

### CTC Additional Income (£101k)

This is increased income received from the Camera, Tickets and Collisions (CTC) Unit for courses of support, such as speed awareness.

It was initially anticipated due to lower road users during the pandemic that the income levels of previous years would not be met. However, during the year with lock down measures easing road usage increased, as did the CTC income.

It is likely that this money will be carried forward by the PCC for initiatives to increase road safety with the aim of reducing road collisions.

### Insurance - reduced provision (£340k)

This is a good news story, over the last couple of years our legal department has been proactively managing claims more effectively and efficiently. Ultimately this us left us with fewer insurance claims which has enabled us to reduce our provision for current claims.

### Collaboration (£257k)

Forecasts during the year were showing projected spend as per the budget, however at outturn the spend was less and therefore over the numerous areas of collaboration there is a draft underspend of £257k. The main area is within Human Resources and Learning and Development, through a combination of less spend on external training and outsourced medical screening for covid.

# Get Involved

### **Independent Custody Visitors**

Independent Custody Visitors are volunteers who check on the treatment of people in police custody, the conditions in which they are held and ensure that their rights and entitlements are being observed. A visitor will attend a custody suite a couple of times a month for up to two hours and report their findings back to the Office of the Police and Crime Commissioner. They work as part of a team and are accompanied at all times by a fellow Independent Custody Visitor. Custody visitors must be over 18 years of age, and live or work in Bedfordshire. For those who wish to become a custody visitor, full training is given and reasonable out of pocket expenses paid.

For more information about the role and an application form see the OPCC website:

https://www.bedfordshire.pcc.police.uk/independent-custody-visiting/

# INDEPENDENT CUSTODY SCHEME

Leaflet and Information



### WHAT IS INDEPENDENT CUSTODY VISITING?



### WHO CAN BECOME AN INDEPENDENT CUSTODY VISITOR?

### **HOW CAN YOU BECOME AN** INDEPENDENT CUSTODY VISITOR?



### HOW ARE INDEPENDENT CUSTODY VISITORS SELECTED AND



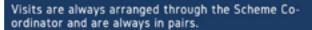
### CUSTODY SUITES IN **BEDFORDSHIRE ARE AT:**

Police HQ, Woburn Road, Kempston
 Luton Police Station, Buxton Road, Luton



### WHEN AND WHERE WILL VISITS BE MADE?

The actual timing and frequency of visits is entirely a matter for Independent Custody Visitors, although it is expected that each Independent Custody Visitor should

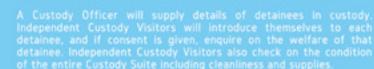


here are special circumstances when a visit may be requested by a Senior Police Officer to alleviate concern



### WHAT HAPPENS DURING A VISIT?

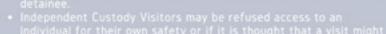




### IT IS EXPECTED OF INDEPENDENT **CUSTODY VISITORS THAT:**









### IS THERE A LOT OF PAPERWORK?



F YOU REQUIRE FURTHER INFORMATION ON HOW TO BECOME AN





### THE APPOINTMENT:

NDEPENDENT CUSTODY VISITOR, PLEASE CONTACT:



Police HQ, Woburn Road, Kempston, Bedford, MK43 9AX



### **Stop and Search Panel**

Stop and Search is an essential tool in preventing and reducing crime and when used appropriately, this can be effective in keeping the communities of Bedfordshire safe. Nonetheless, it is important that the public understand their rights when they are stopped by officers carrying out this pivotal role. The Police and Crime Commissioner holds Bedfordshire Police to account for their delivery of Stop and Search.

The Police and Crime Commissioner (PCC) has responsibility to hold the Chief Constable to account for an efficient & effective police force. In terms of monitoring the Force's use of Stop and Search, the PCC receives updates to his Delivery and Beating Crime Board on a quarterly basis. The Stop and Search Scrutiny Group reviews the Stop and Search data, outcomes of those searches, it also reviews stop and searches which have been recorded to scrutinise use of the power.

For those that wish to join the Stop and Search Panel as a Panel Member or would like to find out further information, please visit the OPCC website:

https://www.bedfordshire.pcc.police.uk/stop-and-search/

### **Use of Force Panel**

Use of Force is an essential tool in preventing and reducing crime and when used appropriately, this can be effective in keeping the communities of Bedfordshire safe. Nonetheless, it is important that the public understand their rights. The Police and Crime Commissioner holds Bedfordshire Police to account for their delivery of Use of Force.

The Police and Crime Commissioner (PCC) has responsibility to hold the Chief Constable to account for an efficient and effective police force. In terms of monitoring the Force's use of Use of Force, the PCC receives updates to his Delivery and Beating Crime Board on a quarterly basis. Similarly to the Stop and Search Panel, the Office of the Police and Crime Commissioner holds the governance responsibility for the Use of Force Scrutiny Panel meeting and attends the meeting as an observer.

The Use of Force Scrutiny Group provides independent scrutiny of Use of Force across Bedfordshire, provides feedback on Use of Force practices and provides a voice for community concerns, which as a result, achieves greater transparency and community involvement in the use of Use of Force powers across Bedfordshire. Their aims are also to improve public confidence and trust in the way in which Use of Force is conducted and they review and advise on policy, training and tactical considerations.

For those that wish to join the Use of Force Panel as a Panel Member or would like to find out further information, please visit the OPCC website:

https://www.bedfordshire.pcc.police.uk/use-of-force/





communityscrutiny@gmail.com

## How to Get Involved

### **Special Constabulary**

"Specials" are volunteer police officers who give some of their spare time in this way because they want to make a contribution to their communities. They are a vital part of the police service, working alongside regular officers to reduce crime and protect vulnerable people. Being a special constable is a way of developing new skills while serving the local community.

If you are interested in becoming a special constable, please visit the Bedfordshire Police website at:



https://www.beds.police.uk/police-forces/bedfordshire-police/areas/careers/careers/volunteering-and-other-opportunities/special-constables/

or for any questions or further information required, contact:



r.recruitment@beds.police.uk

### **Independent Advisory Groups (IAG)**

To effectively fight crime and protect the public, Bedfordshire Police require independent advice which improves the accountability of policing through a transparent approach. The Independent Advisory Group (IAG) consists of two panels, the North IAG and South IAG. Strategic Management of the IAG is held by the Bedfordshire Police Community Cohesion Team – a small team of Officers dedicated to monitoring tension levels and integrating the Police and community.

Bedford and Luton IAGs were formed in 2001 and Central Bedfordshire IAG in 2010. They provide an essential input to improving the quality of policing services to all communities. Both panels act as critical friends to Bedfordshire Police in ensuring that all police services, policies, procedures and practices are free from any kind of direct or indirect discrimination, regardless of age, disability, gender re-assignment, race, religion or belief, sex or sexual orientation. They provide an essential input to improving the quality of policing services to all communities. To effectively fight crime and protect the public we need independent advice which improves the accountability of policing through a transparent approach.

if you would like to find out more please visit the Bedfordshire Police website at:



https://www.beds.police.uk/police-forces/bedfordshire-police/areas/about-us/about-us/bedfordshire-independent-advisory-group/

or contact



Community.Cohesion@beds.police.uk

### **Street Watch**

Bedfordshire Street Watch enables the local community an opportunity to keep their area safe by walking around the neighbourhood and encouraging people to report things, like antisocial behaviour, vandalism and suspicious behaviour to Bedfordshire Police. Street Watch members patrol their local area alongside one of their neighbours for at least two hours every month, at times which suits them best. Street Watch members talk to people they meet in their neighbourhood and encourage them to take an active interest in keeping the area safe.

Street Watch members are supported by the local Street Watch coordinator and Bedfordshire Police, who provide an induction and training, as well as an attack alarm, torch, high-visibility Street Watch jacket and notebook.

If you would like to find out more please visit the Bedfordshire Police website or contact Bedfprdshire Police using the email address:



https://www.beds.police.uk/advice/advice-and-information/wsi/watch-schemes-initiatives/sw/street-watch/



watchschemes@beds.police.uk

### **Neighbourhood Watch**

Neighbourhood Watch is about people getting together with their neighbours to take action to reduce crime. They are community initiatives which are owned and run by their members, which are supported by Bedfordshire Police but not owned by them, although Bedfordshire Police sometimes run them.

Neighbourhood Watch work by developing a close relationship between community members and Bedfordshire Police and the scheme can effectively cut crime and the opportunities for crime, help and reassure those who live in the area and encourage neighbourliness and closer communities.

Further information on how the Neighbourhood Watch Schemes work, the benefits of the schemes and advice on running a scheme in your local area can be found at the Neighbourhood Watch website:



https://www.ourwatch.org.uk/

If you would like to find out more you can also contact:



watchschemes@beds.police.uk

### **Speed Watch**

Community Speed Watch is a scheme set up for the public to let Bedfordshire Police know about locations where they're concerned about speeding. Bedfordshire Police will assess the location and if they think it's a good and safe place for monitoring to happen, trained members of the community will visit the location to record the details of offending vehicles.

Anyone caught speeding will be sent a letter from Bedfordshire Police informing them of their offence. Bedfordshire Police also monitor the data so that they can take action against repeat offenders or those severely breaking the speed limit.

If you would like to tell Bedfordshire Police about a location where speeding is a concern, this can be completed online via the following link:



https://www.beds.police.uk/advice/advice-and-information/wsi/watch-schemes-initiatives/community-speedwatch/community-speed-watch/tell-us-about-a-speed-concern/

For further information about the Community Speed Watch scheme, please visit the Bedfordshire Police website at:



https://www.beds.police.uk/advice/advice-and-information/wsi/watch-schemes-initiatives/community-speedwatch/community-speed-watch/

If you would like to find out more you can also email:



watchschemes@beds.police.uk

### **Horse Watch**

The Horse Watch Scheme encourages horse riders and owners to be the extra eyes and ears within the community. Horse Watch Scheme members are a great asset to Bedfordshire Police and volunteer to help keep the county safe. By being higher up and visiting areas that people might not often go through, horse riders are able spot things that Bedfordshire Police Officers and other Watch Schemes might not see. The Horse Watch initiative assists Bedfordshire Police in the prevention and reporting of rural crime.

For further information, please visit the Bedfordshire Police website at:



https://www.beds.police.uk/advice/advice-and-information/wsi/watch-schemes-initiatives/

If you would like to find out more you can also email:



watchschemes@beds.police.uk

### **Dog Watch**

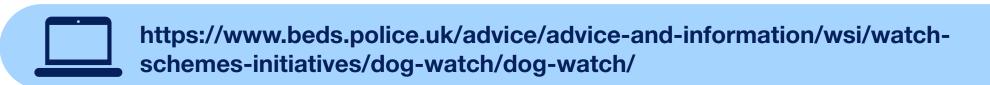
The Dog Watch Scheme encourages dog owners and walkers to be the extra eyes and ears within the community. Dog Watch Scheme members have the opportunity to spot anything out of place or suspicious while walking the dog and report it Bedfordshire Police. This can include suspicious activity or vehicles, graffiti and vandalism, nuisance vehicles and speeding, antisocial behaviour, fly-tipping, dog fouling, hare-coursing, dog-related incidents, abandoned vehicles and any activity that you deem suspicious.

Bedfordshire Police provide ongoing support to Dog Watch members including an induction and training, as well as a high visibility jacket, attack alarm, torch and notebook. Dog Watch members can also take part in helping to find lost dogs and reunite owners with found dogs. Bedfordshire Police work with DogLost, the lost and found dog service, which has reunited thousands of missing dogs with their owners.

For further information on DogLost, their website can be found at:



For further information about the Dog Watch Scheme, please visit the Bedfordshire Police website at:



If you would like to find out more you can also email:



watchschemes@beds.police.uk

# Conclusion

Thank you for taking the time to go through this report and I thank my brilliant team in the Office of the Police and Crime Commissioner for helping to produce it.

A busy agenda for a safer Bedfordshire in the next year is already in place.

We will deliver.





